

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S): SILBERSTEIN, Assaf

SERIAL NO. 10/628,833

EXAMINER: LONG, FONYA M

FILED / ISSUED: July 28, 2003

GROUP ART UNIT: 3689

FOR: SYSTEM ARCHITECTURE AND A METHOD FOR CUSTOMER FLOW
MANAGEMENT

RESPONSE AND AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

This Response and Amendment is being filed in response to the Office Action mailed September 30, 2008 by the United States Patent and Trademark Office in connection with the above-identified Application. A response to the September 30, 2008 Office Action is due December 30, 2008. November 30, 2008, two months after the mailing date of the Office Action, is a Sunday, the next business day being Monday, December 1, 2008. Therefore, while Applicant asserts that this response places the application in condition for allowance, if the Examiner disagrees, Applicant requests the issuance of an Advisory Action.

This paper is being timely filed.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.